The LabLynx support process is designed to aid and assist users of LabLynx products. Support is provided to clients that have an active maintenance contract with LabLynx. Support is provided by LabLynx support and technical staff to a designated liaison(s) on the client's staff. LabLynx Inc. shall provide the various Software Support Services according to the purchase of the Software Support for perpetual software, subscription software, or Software as a Service subscription for which LabLynx Inc. has been paid the appropriate fee. Customer is entitled to Software Support Service only during the term of the service.

Fees to be charged are determined based on the tracker designated on each help desk ticket:

• (B- Support) – Charged hourly based on set hourly rate
• (NB – Warranty) – No charge to the client
• (NB – Maintenance) – No Charge to the client
• (B – Hourly) - Charged hourly based on set hourly rate

.Communications

The following communication methods are available to obtain assistance from LabLynx for a technical support issue.

- Help Desk
  - https://limshelp.com
- Telephone Support
  - General Support Line – 866-522-5969 (866-LABLYNX)
  - Direct Support from the project manager assigned to the client. (extension varies by project manager)
- E-mail Support
  - support@lablynx.com or emergency@lablynx.com
  - https://www.lablynx.com/emergency-support/
  - E-mail project manager directly (e-mail address varies by project manager)

Implementation Support Team Response Methods

Help Desk Response
Help Desk is available 24 hours a day. See Priority Levels for Requests below submitted through the helpdesk. The goal is to service all incoming support tickets within the same business day. Outside normal business hours, the goal is to respond within the next business day.

Telephone Response
During normal business hours **from 9 AM to 6 PM ET,** the goal is to service all incoming support calls within the same business day. Outside normal business hours, the goal is to return a customer's call within the next business day.

Email Response
During normal business hours **from 9 AM to 6 PM ET**, the goal is to answer all email within the same business day. Outside normal business hours, the goal is to answer a customer's email within the next business day.

Emergency Response

If using emergency@lablynx.com or https://www.lablynx.com/emergency-support/ all company staff are notified when an emergency request is issued and response time is expected within 2 hours of submission.

Training Issues
Training issues are assigned to the LabLynx LIMS Engineers based on the product knowledge of the customer and the complexity of the issue. When possible, training issues are assigned to the LIMS Engineer who has been working with the client. Training Issues are classified into two categories:

- **Immediate Training Sessions**
  - Requiring 5 to 10 minutes of supplemental training
  - Covers basic software operation functions
  - Provided as a refresher to clients that have previously completed scheduled product training sessions.

- **Scheduled Training Sessions**
  - Requiring more than 10 minutes of instructional time
  - Advanced training issues
  - Topics for which the client has not been previously trained

Note: The LabLynx maintenance plan does not provide for extensive training beyond a client's original training plan. Additional training fees may apply.

Technical Issues
Technical issues are defined as those where the LabLynx software does not appear to be functioning as expected by the client. A LabLynx product specialist or project manager is assigned based on type and complexity of the issue or problem reported. The person assigned maintains close coordination and communication with the client to provide timely status and to obtain additional information required for resolution.

Our goal is to resolve the issue as quickly as possible, on the first call if possible. Situations in which a client's installation is completely down or inoperable are considered highest priority and are given immediate attention. Otherwise support calls are given a first come, first serve priority. The next section highlights our levels of service.

Priority Levels for Requests

LabLynx help desk uses the following guidelines to prioritize customer requests and strives to begin working on the reported issue or problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

PRIORITY	DEFINITION	RESPONSE TIME	EST.COMPLETION TIME
Immediate	An issue affects the use of the software across the installation base of the application(s). The application is completely down or inoperable.	Within 2 business hours	Within 4 business hours
Urgent	An issue with no known work around affects a single user or software and is critical to be addressed immediately.	Within 4 business hours	Within 8 business hours
High	An issue with no known work around affects a single user or software and is critical to be addressed immediately.	Within 8 business hours	Within 2 working days

PRIORITY	DEFINITION	RESPONSE TIME	EST.COMPLETION TIME
Normal	A change request or enhancement or question that is not critical and doesn't need to be addressed immediately	Within 8 business hours	Will be based on the request and be within negotiated time frame
Low	A change request or enhancement that does not need immediate attention but is important to improve the client's experience.	Within 3 working days	Within negotiated time frame

Technical Resolution Process

- **Web Meetings**: LabLynx makes every effort to resolve issues at the time of the service request. Web Meetings allow our specialist or project manager to see the client's desktop remotely for the purpose of expediting the resolution of the call. The LIMS Engineer can view the activity on their local monitor as it occurs.
- **Client hardware or network problems**: Technical issues may be the result of issues with the client's network or computer hardware. In such cases, the client is expected to provide the appropriate IT support to work with the LabLynx Technical Team to resolve the problem.
- **Technical or training issue**: Often technical issues are actually training issues. If, in the process of correcting the issue, the support specialist or project manager determines the issue is a client operator error, the issue is treated as a training issue.
- **Change requests or enhancements**: During the process of investigating an issue, it may be determined that the client is requesting new software enhancement capabilities. If this is the case, design specifications are requested from the client, then LabLynx creates a quote based on the scope to deliver the new capabilities. Once the quote is approved by the client, the steps performed for a software modification are followed.

Triage Process

Triage Steps Performed by LabLynx Staff:

1. Verify the issue with the client. Use a Web Demo session if needed.
2. Determine if the problem is a result of a client's hardware or network failure. If needed, gain access to the client's IT staff to help resolve the issue.
3. Determine if the problem is an installation issue or an issue that has been resolved by a recent software release. If necessary, perform the proper upgrade function.
4. Determine if the issue is security related. Provide support with client's administrative contact to correct user rights if necessary.
5. Determine if the issue is data related, then instruct the client in how to correct the situation.
    1. Perform back-end queries if data issue was related to an initial data pre-load problem.
    2. Download appropriate data files and verify if the data is part of a file used by a custom import procedure.
    3. Otherwise, if issue is determined to be a software bug, construct an short-term work around if possible and follow the steps performed when a software modification if performed.

Steps Performed When a Software Modification is Required to Resolve the Issue.

1. Set up or obtain the necessary data sets to reproduce the problem and create correction specifications.
2. Add the issue to the LabLynx help desk ticket
3. Consult with the appropriate LabLynx software development team members to obtain an estimated completion date.
4. Provide the client with an estimated time of completion.
5. Follow LabLynx standard testing procedures once programming change has been completed.
6. Notify client when an update has been applied to the test site and schedule software upgrade if necessary.
7. Confirm issue has been resolved with client and apply correction to production environment if hot fix was not already applied to production.

LabLynx provides support for partner hosted and managed solutions only if the solution is deployed and offered in a manner consistent with the then-current, applicable program requirements. LabLynx Inc. may deny or cease providing support if the partner's solution does not or no longer meets the program requirements.